

ABSTRACT OF THE DISCLOSURE

An apparatus and method for initiating device independent voice communication over a data network via a web interface is provided. The apparatus includes a network operations center (NOC), having a web server and a customer database. The NOC is connected to point of presence (POP) servers around the world via a data network. The POP servers include a telephony server and a data server. The telephony server provides connection to telephony devices over existing telephone networks, while the data server connects to data devices over either telephone networks or data networks. The telephony server is coupled to the data server for sending and receiving information over the data network. The telephony server converts voice information to streaming audio format, and vice versa, for sending and receiving voice information over the data network. Device independent voice communication is established by a computing device in communication with a web server. The computing device selects which end devices are to be connected, causing the web server to communicate with the local POPs. The local POP's communicate with the local end devices and provide bi-directional communication, via the data network, between the end devices.